



**U.S. EMBASSY RIYADH
PO BOX 94309
RIYADH 11693
SAUDI ARABIA**

January 19, 2022

Subject: Request for Proposal for Session Initiation Protocol (SIP Trunk) Services.

The Embassy of the United States of America would like to invite your company to provide Session Initiation Protocol (SIP Trunk) services to the Embassy of the United States of America, Riyadh, Saudi Arabia.

All literature and discussions pertaining to this project will be in the English language. Any translations desired by the offerors must be made at their own expense.

If you intend to submit a proposal, make sure you submit technical information with the proposal.

Scope of Work for the existing SIP Trunk Service:

1. The Contractor shall provide SIP (Session Initiation Protocol) trunks which are VoIP (Voice over IP) technology to support Embassy's main telecommunication system with the current telephone infrastructure in the country.
2. The company shall provide SIP trunks that consist of 100 internal extensions, 30 DID (Direct Inward Dialing) trunks for Incoming calls and 30 DOD (Direct Outward Dialing) trunks for Outgoing calls.
3. The company shall maintain, repair, and replace services for the existing SIP trunks and its services.
4. The company must provide full maintenance support 24 hours a day, 7 days a week for the duration of the contract.
5. The company will provide complete preventive maintenance for the SIP lines and its trunks quarterly at the Embassy and notify the POC immediately if any of the services has been distorted.
6. The company must notify Embassy one week prior in writing if any maintenance, upgrade, or service needs to be done from company's end.
7. Full maintenance support to the Embassy shall include the following services:

- a. Support with billing and other administrative issues.
- b. Support for services installed in the U.S. Embassy compound including equipment replacements or upgrades as required.
- c. Complete service delivery to the end-user within the U.S. Embassy.
- d. The service provider must respond and initiate steps to resolve issues within four (4) hours of the U.S. Embassy reporting the incident or requesting support.

Submission: Interested parties should submit their quotations to the Embassy Procurement Office at the following email address on or before 17:00 Hrs. Sunday, February 06, 2022: RiyadhContracting@state.gov. No information will be accepted after this time.

Technical Capability: The quotation shall meet all the requirements contained herein. The offerors shall provide with their information package, at a minimum, in written English the following information.

- Evidence that the offeror operates an established business with a permanent physical address and telephone listing and is registered to conduct business in the Kingdom of Saudi Arabia.
- Experience in the relevant business along with any relevant certification and licenses.

Responsibility will be determined by analyzing whether the apparent successful offeror complies with the requirement of FAR subpart 9.104-1 including:

- Ability to comply with the required performance period, taking into consideration all existing commercial and governmental business commitments.
- Satisfactory record of integrity and business ethics.
- Necessary organization, experience, and skills or the ability to obtain them.
- Necessary equipment and facilities or the ability to obtain them; and
- Be otherwise qualified and eligible to receive an award under applicable laws and regulations.

Other requirements:

- The information / offer **must** be dated, signed, and valid for 30 calendar days after submission.
- Offeror must be registered in the System for Award Management (SAM) database before an award can be made to them (if the project price exceeds \$20,000). If the offeror is not registered in the SAM, it may do so through the SAM website at <https://www.sam.gov/SAM/pages/public/loginFAQ.jsf> (also see attached quick start guide for new foreign registration).
- All information and other correspondence must be in the English language.

Competition: The award will be subject to the laws and regulations of the United States of America. This requirement is being competed utilizing full and open competition procedures.

Agreement Type: The award will be granted to the reasonably priced, technically acceptable offerors at the U.S Government's discretion.

Payment Terms: Payments will be processed within 30 days of receipt of invoice as per the U.S. Prompt Payment Act of 1982.

The Contracting Officer reserves the right to reject all offers and to waive any information or minor irregularities in offers received.

Sincerely,

Jackie L. Parker
Contracting Officer

